



Stark County Common Pleas Court and Stark County Clerk of Courts

Proposal Number: 2809

Request for Proposal for Electronic Filing System

Release of RFP:	09/16/2013
Deadline for Questions:	10/25/2013
Responses to Questions:	11/22/2013
Proposals Due with Bond Posting	12/20/2013

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Note: Stark County will not be responsible for any costs incurred by Vendors in preparation of responses.

TABLE OF CONTENTS

1RFP SUMMARY.....	
2OVERVIEW OF COURTS.....	
1Overview of the RFP.....	
2Objectives.....	
3Project Timeframes.....	
4Court of Common Pleas and Clerk of Courts.....	
5Municipal Courts.....	
6Criminal Justice Information Systems (CJIS).....	
3PROCUREMENT INFORMATION AND GENERAL GUIDELINES.....	
7General Information.....	
8Laws and Regulations.....	
9Written Requests for Interpretations/Clarifications.....	
10Exceptions.....	
11Assumptions.....	
12Amendments to the RFP and Withdrawals of Proposals.....	
13Treatment and Opening of Proposals.....	
14Evaluation of Proposals.....	
15System Demonstrations.....	
16Negotiation and Award of Contract.....	
17Recommendation to County.....	
18Performance Bond.....	
4CURRENT BUSINESS PROCESSES.....	
19Current Business - Civil Division.....	
20Current Business Process—Family Court Division.....	
21Current Business Process—Criminal Division.....	
22Current Business Process—Probate Division.....	
23Court Forms.....	
5CURRENT COURT/CLERK HARDWARE AND SOFTWARE.....	
24Criminal Justice Information System (CJIS) Hardware.....	
5.1.1 CJIS information system.....	
5.2 Probate Court and Family Court Case Management Systems.....	
5.2.1 Probate Court Document Management System.....	
5.2.2 Probate Court Software and Hardware.....	
5.3 Court Software and Hardware.....	
1Lookup and Reference Workstations throughout Stark County.....	
Oracle Production environment: VMware Guests.....	
5.7 Clerk of Court Maintenance Workstations.....	
25Clerk Report Server.....	
6DEFINITION OF TERMS.....	
7VENDOR RESPONSE CONTENT AND FORMAT.....	
26Transmittal Letter.....	
27Section 2 - Primary Contact for This Proposal.....	
28Vendor General and Financial Information.....	
29Project Management and Product Implementation.....	
30Vendor's Project Organization.....	

31	Service and Support.....
32	Clerk/Court Roles and Responsibilities.....
33	Cost Proposal.....

- Appendix 1: General Terms and Conditions**
- Appendix 2: Non-Collusion Affidavit**
- Appendix 3: Statement of Non-Liability for Delinquent Personal Property Taxes**
- Appendix 4: Statement of Liability for Delinquent Personal Property Taxes**
- Appendix 5: Corporate Resolution**
- Appendix 6: Consent of Surety**
- Appendix 7: Competitive Sealed Proposal**
- Attachment A: E-filing Capabilities and Scenarios**
- Attachment B: Cost Proposal**
- Attachment C: Court Forms**

1 RFP SUMMARY

The Common Pleas Court, General Division and the Clerk of Courts of Stark County, Ohio, invite qualified technology companies (Vendors) to submit written proposals to provide an electronic filing (e-filing) system to serve the Clerk of Courts for the Stark County Court of Common Pleas which includes the Family and General Divisions, the Probate Court, and the affiliated Clerks of the Municipal Courts for the cities of Alliance, Canton, and Massillon, Ohio.

This RFP states the scope of the procurement, the general rules for preparing responses, and the Judiciary's requirements. Responses must clearly detail how the software and services being proposed can best satisfy the Judiciary's requirements. Proposals in response to this RFP must provide for all of the systems within the scope of the procurement. Vendors are expected to team with other software providers as needed in order to offer a complete solution. ***Proposals that do not provide for all of the systems listed above will be deemed non-responsive.***

Following is a listing of procurement actions and their respective dates and times (***note the time zones***); the Judiciary reserves the right to change the dates as necessary. Any changes to the schedule will be posted to the procurement web site (see Section 3.1).

Activity	Eastern Time
RFP Issuance	09/16/2013
Mandatory pre-proposal telephone conference	9 A.M., 10/18/2013
Questions and requests for clarifications due (to post on website)	4 P.M., 10/25/2013
Responses to questions and requests for clarifications posted to web site	4 P.M., 11/22/2013
Proposals due with bond posting	9:30 A.M., 12/20/2013
Notification of finalist Vendors	01/31/2014
Finalist demonstrations	Week of 02/10/2014
Notification of selection	03/24/2014
Starting date of contract	TBD

2 OVERVIEW OF COURTS

1 Overview of the RFP

The Clerk of Courts for Stark County (Clerk), the Court of Common Pleas (Court), and the Municipal Courts for the cities of Alliance, Canton, and Massillon, Ohio, are interested in implementing a “full-service” model of electronic filing. This would enable transmission of pleadings to the Common Pleas Clerk’s Office in an electronic format as well as routine use of electronic documents and the electronic record for case processing, for service on other parties, and for access and use by everyone involved in or interested in the case. The Court and the Clerk are committed to providing the environment that is most conducive to low risk yet profound change in this direction.

An E-Filing Implementation Committee was organized in January 2011. The tasks of the E-Filing Implementation Committee were: 1) to map the current processes and document workflow to define functionality for the e-filing system; 2) to recommend the scope and goals of electronic filing; 3) to recommend the business model for electronic filing; 4) to draft proposed rules to govern electronic filing; and 4) to recommend an implementation plan for electronic filing.

The Courts and the Clerks have agreed that the software license model is the best model for Stark County, completely hosted and controlled by the Court/Clerk, integrated with the Clerk’s case management system.

This Request for Proposals (RFP) solicits proposals that are in compliance with the standards and criteria set forth in the Ohio Advisory Committee on Technology and the Court’s proposed standards. The RFP also sets forth Stark County’s minimum functional requirements for an electronic filing system. All responsive submissions must also include descriptions of the manner in which the proposed filing solution will satisfy the Clerk’s and Court’s e-Filing requirements as set forth in this document.

While duties and operations vary from one division to the next, every division within the Clerks of Courts’ offices share the common goal of providing professional, timely and customer-focused services to its customers. In furthering the goal of service, the Clerks of Courts also share a common objective to integrate access to records and files electronically through a common access framework. Accordingly, to accommodate this objective, the integrated system being proposed must enable the electronic filing of all civil (including general, family, juvenile and probate court cases), criminal felony and municipal court cases integrated with the

various Clerks of Courts' case management and document management systems.¹

2 Objectives

The proposed electronic filing system shall permit electronic filing of court documents to accomplish the following: (i) enhance service delivery to the public; (ii) eliminate repetitive and duplicative data entry and work flow processes; (iii) improve existing and establish enhanced internal reporting and controls; and (iv) reduce physical document storage needs. Generally, the proposed system shall provide:

- Hardware and software that integrate Stark County's data processing systems and software.
- Mobile applications
- A "real time" system that allows for electronic filing, storage, access to, and review of all documents including the initiation of cases, updates to existing cases, and retrieval of information.
- Web-based and case management system access to court documents.
- Capability of integrating non electronically filed documents into the electronic case file and the system.
- Appropriate security functionality with varying levels of secure access to information.
- Quality assurance controls.
- Detailed, real time reporting capability;
- Capability to interface and/or integrate with existing case management systems and document management systems (In-house software).
- A system that reduces the complexity and steps in making payments for court filings.

For purposes of this RFP, an "electronic filing system" is defined as an information and transaction processing system where:

1. Case filing pleadings and related forms and documents may be received and transmitted by the Clerk of Court electronically.
2. Case pleadings and related forms and documents filed electronically are indexed and stored within the county's in-house document management systems.

¹ Presently, the proposed Electronic Case Filing System does not contemplate including accessibility to Auto Title Division records.

3. Data from electronically filed forms are extracted to populate the Clerk and Court's case management systems, in-house court software system.
4. Filers, Clerk, and Court may electronically send notices to other parties.
5. Filing status tracking and statistical information are reported electronically.
6. Authorized persons may have Internet access to electronically filed case information.
7. Billing and collection of filing fees for electronically filed cases are also handled electronically, including interfacing with the Clerk's financial management system, and our in-house software.

The proposed system must be able to integrate with the existing Stark County network infrastructure, in-house software and database. The proposed system shall also integrate with the existing Stark County Internet infrastructure, allowing on-line access to filed documents. The proposed system will provide a web access component allowing on-line business transactions to be conducted by County personnel and the public.

The response shall explain how the proposed electronic filing system will meet the following requirements:

1. The form of filing shall not affect the right of public access to court files.
2. Certified copies of any filed document shall be made available by the Clerk at the statutorily defined cost.
3. The Clerk shall remain responsible for making, keeping, and preserving complete records of all court proceedings and determinations in accordance with all applicable orders, rules, statutes and other laws.
4. Filing fees shall be applicable as provided by law.
5. A certain measure of layered security should be adapted to allow access to Court personnel while restricting access by the general public on specific cases.

The proposed electronic filing system shall also meet the following Clerk and Court requirements set forth below and more fully explained in the attachments to this RFP:

1. Vendors are required to provide an electronic case filing solution for case types including two-way interfaces with the Clerk and Court's case management system.
2. A projected initial electronic filing pilot project will begin in 2014 for a single civil case type, or sooner if possible. The goal is to

eventually include all documents in all case types in the electronic filing process.

3. Documents to be included in the project shall include, but are not limited to: complaints, petitions, motions, discovery, orders and other pleadings including service documents.
4. The electronic filing solution's document management system shall be capable of processing, indexing, and handling imaged documents.

3 Project Timeframes

Vendor shall propose a timeframe, which shall permit the development and installation of a fully operational, integrated electronic filing system to be completed within six (6) months from the contract's effective date.

4 Court of Common Pleas and Clerk of Courts

The Stark County Clerk of Court's Office consists of two divisions: Legal and the Auto Title Division. The Legal Division originates and handles documents or filings for three separate courts (Family, General and Court of Appeals) organized under four (4) case-type classifications: (i) Civil; (ii) Appeals; (iii) Criminal; and (iv) Domestic Relations/Juvenile. The Auto Title Division, not within the scope of e-filing, processes titles for various types of motor vehicles or motor craft and also issues lost or stolen titles if originally issued in the State of Ohio. The Court of Appeals is not within the scope of e-filing. The judge of the Probate Court acts as its own clerk, separate and apart from the County Clerk of Courts. The Stark County Court of Common Pleas General Division and Clerk of Courts are located at 115 Central Plaza North, Canton, OH 44702. The Family, Probate and Court of Appeals Courts are located at 110 Central Plaza South, Canton, Ohio 44702.

Court of Common Pleas - General Division (Civil and Felony Criminal)

The Stark County Common Pleas Court, General Division is responsible for civil cases and criminal felony cases. Civil cases involve disputes between parties for such things as unpaid debts, personal injuries from accidents, contract disputes and other conflicts arising out of different types of business transactions. Criminal felony cases are prosecutions for crimes that can result in a prison sentence of six months or more for the offender. Felony cases are divided by classifications from one to five with level one felony crimes being the most serious offense. The Court (General Division) has integrated technology into how the court conducts its business. Currently, the Court supports a 250+ user network, automated courtrooms, and other technology utilized within the Court. The Civil and Criminal Divisions of the Stark County Clerk of Courts is located on the first floor of

the Stark County Courthouse, 115 Central Plaza North, Suite 101, Canton, OH 44702.

Stark County Family Court

The Family Court is comprised of the Domestic Relations and Juvenile Divisions of the Court of Common Pleas. The Court provides hearings and services to families that will ensure a fair, just and timely resolution of the cases brought before it. The Domestic Relations Division has jurisdiction over divorce, dissolution, change of custody, visitation/companionship, support enforcement and family member domestic violence.

The Juvenile Court provides hearings, programs, and services to deal with the wide variety of problems that families and juveniles bring to the Court. In response to the varied needs of families, the Court works with schools, law enforcement, public and private agencies, private business, The Multi-County Juvenile Attention System, The Stark County Family Council, parents and other organizations in order to provide a continuum of comprehensive programs. The Juvenile Court has jurisdiction to hear cases involving delinquent juveniles, unruly juveniles, juvenile traffic offenders, abused, neglected and dependent children, adults charged with violations against children, paternity, custody and support in cases in which the parents were never married. In accordance with state laws, juvenile records must be kept private to the general public. A certain measure of layered security should be adapted to allow access by court personnel while restricting access by the general public. Stark County Juvenile Court is located at 110 Central Plaza, South, Suite 601, Canton, Ohio 44702.

Court of Common Pleas - Probate Division

The Stark County Common Pleas Court, Probate Division acts as its own Clerk and is responsible for the administration of decedent's estates, consent for medical treatment, the appointment of guardians for minors and incapacitated adults and the supervision of their property, civil involuntary commitments of the mentally ill, adoptions, birth record corrections and registrations, changes of name, issuance of marriage licenses, supervision of testamentary trusts (those created by will) and interpretation and enforcement of intervivos trusts (those created during a person's lifetime), land appropriations, and will constructions. The Probate Division of the Stark County Court of Common Pleas 110 Central Plaza South, Suite 501, Canton, Ohio 44702-1413.

5 Municipal Courts

The Alliance, Canton, and Massillon Municipal Courts' handle documents or filings separately through their own Clerks of Court. Their jurisdiction includes limited criminal cases (misdemeanor), traffic cases and landlord/tenant disputes and other civil cases. Some felony criminal cases

initiated in the municipal courts are bound over to the common pleas court in Stark County.

Additionally, it is anticipated that these clerks and courts may in the future implement an e-filing system that would be inter-connected to the Clerk's/Court's system. All divisions currently maintain their official court records in hard copy files located throughout the various Municipal Courts' operational facilities. To enhance its record keeping functions, the various Clerks of Courts' Offices utilize electronic, computerized case management and document management systems in its computing environment. However, currently the various Clerks of Courts' Offices maintain official case records in hard copy files.

The Alliance Municipal Court serves the communities of the City of Alliance and the following Townships: Lexington, Marlboro, Washington and Paris. The Alliance Court also serves the the Villages of Minerva, Limaville and Robertsville. The Alliance Municipal Court is located at 470 East Market St., Alliance, Ohio 44601.

The Canton Municipal Court serves the communities of Canton, North Canton and Louisville and the citizens of Lake, Plain, Nimishillen, Osnaburg, Canton, Pike and Sandy Townships. The Canton Court also serves the police district of Uniontown and the Villages of Hartville, East Canton, Meyers Lake, East Sparta, Waynesburg, Magnolia. The Canton Municipal Court is located at 218 Cleveland Ave., S.W. P.O. Box 24218 Canton, OH 44701-4218.

The Massillon Municipal Court serves the communities of Western Stark County including the cities of Massillon and Canal Fulton and the following Townships: Bethlehem, Jackson, Lawrence, Perry, Sugar Creek, and Tuscarawas, and also serves the Villages of Beach City, Brewster, Hills and Dales, Navarre and Wilmot. The Massillon Municipal Court is located at Two James Duncan Plaza S.E. Massillon, Ohio 44646-6690.

6 Criminal Justice Information Systems (CJIS)

Stark County currently has a countywide Criminal Justice Information Systems (CJIS) website. The CJIS website is used to perform record searches, prepare documents and monitor jail beds among other criminal justice related functionality. It contains a consolidated database of all four Stark County court systems as well as jail data. The e-filing system will be integrated into the CJIS website as part of our current framework and CJIS will be the launching point of the electronic filing process.

3 PROCUREMENT INFORMATION AND GENERAL GUIDELINES

This section presents information regarding the procurement process. See Section 1 for the procurement schedule.

7 General Information

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c/o Stark County Court of Common Pleas
115 Central Plaza, North, Canton, Ohio 44702-1414

Procurement Information: All RFP amendments, schedule changes, and questions and answers will be emailed to Vendors that register posted to:

www.commissioners.co.stark.oh.us

Potential Vendors are encouraged to check this web site frequently for updates, if applicable

Questions/Clarifications and Intent to Propose: Vendors may submit questions concerning this RFP no later than the date shown above. These questions must be in writing and emailed to the following:

Jodi German, Project Manager
Email: JAGerman@starkcountyohio.gov

Jean Young, Purchasing Officer
Email: bjyoung@starkcountyohio.gov

Mandatory Pre-Proposal Conference: Stark County will host a telephonic pre-proposal conference to discuss the RFP and explain procurement requirements. **All vendors are required to provide a phone number in order to participate in the conference call.**

Proposals: The Vendor's proposal will consist of two parts: The technical proposal and the cost proposal. These are to follow the format described below and are to be submitted as one (1) original and four (4) paper copies, and three (3) electronic copies (on CD or DVD):

- **Technical Proposal.** Electronic files are to be in Adobe's Portable Document Format (PDF).
- **Cost Proposal.** Electronic files are to be in Microsoft Excel format.

8 Laws and Regulations

This procurement is being conducted in conformance with O.R.C. 307.862.

9 Written Requests for Interpretations/Clarifications

No oral interpretations will be made to any Vendors as to the meaning of specifications or any other contract documents. All questions pertaining to the terms and conditions or scope of work of this proposal must be sent in writing by e-mail to the Purchasing Officer and received no later than the deadline specified in the RFP. Responses to questions may be handled as an addendum to the RFP if the response would provide clarification to requirements of the proposal. All such addenda shall become part of the contract documents. Stark County will not be responsible for any other explanation or interpretation of the proposed RFP made or given prior to the award of the contract. Stark County will be unable to respond to questions received after the specified deadline.

10 Exceptions

Unless specifically superseded with negotiated provisions, this RFP text, Vendor proposals, answers to vendor questions, and Best and Final Offer documents, will become part of the contract for this project. If the Vendor has an objection to, or concern with, any functional, technical, or legal requirement in this RFP (including Attachments), the Vendor must consolidate and document all concerns and suggested changes in a separate "Exceptions" section at the end of the Vendor's technical proposal, with the following format:

RFP EXCEPTIONS LIST		
Ref. #	Page #	Description of the Exception / Comment

Insert additional lines as needed.

11 Assumptions

State any of your assumptions or dependencies presumed in this proposal. Please identify each item with a unique identifier: Assumption or Dependency Item #	

Insert additional lines as needed.

12 Amendments to the RFP and Withdrawals of Proposals

Amendments to this RFP shall be identified as such and shall require that the Vendor acknowledge receipt of all amendments or addenda issued in their proposal. Failure to acknowledge any amendments/addenda issued may result in disqualification. Amendments/addenda shall be posted to the procurement web site within a reasonable time to allow prospective bidders to consider them in preparing their proposals.

Vendors may withdraw proposals (e.g., for modification) and resubmit at any time prior to the proposal due date. Proposals may be withdrawn at any time prior to contract signing.

13 Treatment and Opening of Proposals

Proposals shall not be opened until the due date. Proposals shall not be opened publicly nor disclosed to unauthorized persons, but shall be opened in the presence of two or more procurement officials. A register of proposals shall be placed on the same web site as this RFP and shall be opened to the public only after award of the contract. Proposals of Vendors who are not awarded the contract shall not be opened to public inspection.

14 Evaluation of Proposals

Evaluation of proposals will be conducted in two phases. In Phase 1, the evaluation committee will read and score each technical proposal (see evaluation criteria below). The committee will then determine which Vendors to invite to participate in the second phase of the evaluation. The committee will contact each "finalist" to schedule system demonstrations.

In Phase 2, each finalist will provide a presentation of its proposal and an on-site demonstration of its proposed solution (see the next subsection for more information on system demonstrations). The evaluation committee members will have an opportunity to revise their scores from Phase 1, based on the presentations/demonstrations, and the committee will establish a final score for each technical and cost proposal. This final score will determine and rank the best qualified Vendors. The highest-ranked Vendor may be invited to participate in contract negotiations. If a contract cannot be agreed upon with that Vendor, the next highest ranked Vendor will be considered. This will continue until a contract is awarded or until all proposals are rejected.

Proposal scoring criteria, and relative weights, to be applied in each phase are:

Phase 1: Functional and Cost Proposal Assessment		
	Factor	Points
1.	Requirements Satisfaction	400
2.	Technology Solution	200

3.	Implementation Schedule and Methodology	100
4.	Proposer Profile & Experience	150
5.	Cost	150
	Total	1,000

Phase 2: Assessment Revision after Solution Demonstrations		
	Factor	Points
1.	Phase 1 Points, as revised after demonstration	1,000
	Total	1,000

15 System Demonstrations

Each finalist will be required to provide a demonstration in Stark County, not to exceed six hours during the established demonstration period (see the procurement schedule in Section 1). The schedule will provide time for the finalists to demonstrate the capabilities of each component of its solution. Finalists will be expected to follow the script provided. The script will include the scenarios set forth in **Attachment A**, and each finalist will be required to show how each scenario would be addressed using its proposed solution. It is recognized that the vendor system will not yet be configured to work in Stark County, and this will be taken into account during the demonstrations.

Each finalist will be required to demonstrate the proposed version/release of each application in its solution. Demonstration of any substitute applications/versions (e.g., while the proposed application/version is being developed) will negatively affect the score assigned to the finalist.

16 Negotiation and Award of Contract

Following the evaluation and ranking of the proposals, the highest-ranked Vendor will be promptly notified. The committee shall negotiate a contract with the best qualified Vendor at the compensation determined in writing to be fair and reasonable. Contract negotiations shall be directed toward: (1) making certain that the Vendor has a clear understanding of the scope of work and the essential requirements involved in providing the required services; (2) determining that the Vendor will make available the necessary personnel and facilities to perform the services within the required time; (3) agreeing upon compensation which is fair and reasonable, and doing so while taking into account the estimated value of the required services, and the scope, complexity, and nature of such services. Should the highest-ranked Vendor choose to replace one or more of its subcontractors, it must propose a replacement(s) during contract negotiations. Any team replacements must be approved by Stark County prior to the conclusion of contract negotiations.

If compensation, contract requirements, contract documents, and any replacements can be agreed upon with the highest-ranked Vendor, the contract will be awarded to that Vendor. Written notice of award shall be public information and made a part of the contract file.

If compensation, contract requirements, contract documents and replacements cannot be agreed upon with the highest-ranked Vendor, a written record stating the reasons thereof shall be placed in the file and the committee shall advise such Vendor of the termination of negotiations which shall be confirmed by written notice within three business days. Upon failure to negotiate a contract with the highest-ranked Vendor, the committee may cancel the procurement or may enter into negotiations with the next highest-ranked Vendor. If compensation, contract requirements, contract documents and replacements can be agreed upon, then the contract shall be awarded to that Vendor.

If no contract can be negotiated with any Vendor, the committee may cancel the RFP or proposals may be re-solicited.

17 Recommendation to County

All responses will be considered in light of the following: (i) whether and under what circumstances the proposed solution meets the Clerks of Court's and Court's respective requirements; (ii) whether the proposed solution will be approved by the Clerk of Court and the Stark County Court of Common Pleas; and (iii) whether the proposed solution meets the requirements and guidelines set forth in the Ohio Advisory Committee on Technology and the Courts proposed standards.

Additionally, the Stark County Board of Commissioners must approve any contract contemplated under the RFP. As such, the Clerks of Court and Stark County Court of Common Pleas will consider the responses they receive in determining whether and under what circumstances they may recommend that the Stark County Board of Commissioners contract with a Vendor. The issuance of this RFP is not a representation or guarantee that Stark County through its Board of Commissioners, will elect to enter into a contract with any Vendor.

18 Performance Bond

The successful Vendor will procure and provide the County with a Payment and Performance bond in the full amount of the contract price.

The County will require the Vendor to furnish a bond covering the faithful performance of the contract and the payment of all obligations arising therein. The bond shall be purchased from an agency that meets the following requirements:

- A. A financial rating from **BEST Rating Company** acceptable to the County.
- B. Licensed and admitted to do business in the State of Ohio.

Each Vendor submitting a response to this RFP shall include in its response a statement of consent of its surety that, should the Vendor be successful, a performance bond will be issued by the surety in conformity with the requirements of this RFP. **The statement of consent of surety shall be on the form provided in Appendix 5.**

4 CURRENT BUSINESS PROCESSES

The following information is intended to generally describe the functions and processes of the Clerk's current operations. It is not intended to be all-inclusive but to serve as a general guide. The party or parties selected to develop and implement the proposed Electronic Filing system will be required to use any and all information and/or personnel selected by the Clerk and the Court to validate the current business model. In addition, the selected respondent will be required to present recommendations (upon approval by the Clerk and the Court) to include in the design and functionality that mirror the best business practices for processing electronic filing transactions. Recommendations shall be based on the complete process flow from case initiation through docketing, case management, and compliance reporting for the case types included in the initial pilot.

19 Current Business - Civil Division

The civil cases filed with the Clerk are completed in over-the-counter transactions. There are some filings that are done at the Clerk of Courts satellite offices. These filings are initiated at the satellite office by calling into the main office to reserve a case number. The filing is then inter-office mailed to the main office for completion.

Upon receipt, all civil cases are assigned a case number. The documents are time-stamped and applicable deposits are paid. Documents filed at case initiation in a civil case include a complaint, designation form and instructions for service. The Clerk's office issues a summons for service upon each defendant listed in the case.

Additional documents filed through a civil case life cycle may include, but are not limited to, the following: motions, briefs, supporting memoranda, discovery documents and other documents. After the initial set of transactions, the Clerk's staff continues office workflow and processing which includes manual data entry into the Clerk's case management system, completing service by certified mail, regular mail or personal service as directed by the party filing the complaint, and creation of individual files for retention of the original documents filed in the case.

In addition each document is scanned and attached to the docket entry summarizing that document. Smaller documents are most often scanned at the deputy clerk's desk and attached to the docket entries. Larger documents travel to a dedicated mass scanner workstation and scanned into batches for each clerk. The clerk then retrieves the document from the batch and makes the attachment to the docket entry.

For further general information on the structure of the Stark County Clerk of Courts, please see the Clerk's website at <http://www.starkclerk.org>. For information regarding the structure of Stark County Common Pleas Court, General Division and for local court rules, please see the Court's website at http://www.co.stark.oh.us/internet/HOME.DisplayPage?v_page=CoCP and the Ohio Civil Rules.

An electronic filing pilot project will begin in 2013 for a single civil case type. The goal is to eventually include all documents in all case types of Stark County Court of Common Pleas and its affiliate courts, in the electronic filing process. The proposed case type for the initial pilot project includes foreclosure cases. This case type was selected because foreclosure cases make up over 50% of the total civil case load. Annual filing volume for foreclosure cases, as well as total civil and criminal filings is reflected in the following table:

	2012	2011	2010
Total Civil Filings	3,990	4,137	4,669
Foreclosure Filings	2,185	2,228	2,575
Percent of Foreclosure Filings	54.76%	53.85%	55.15%
Total Criminal Filings	1,971	1,973	1,976

20 Current Business Process—Family Court Division

4.1.1 Domestic Relations

Domestic Relations cases filed with the Clerk are completed in over-the-counter transactions. Some case filings are done at the Clerk of Courts satellite offices. These filings are initiated at the satellite office by calling

into the main office to reserve a case number. The documents are then sent via inter-office mail to the main office for completion.

Upon receipt, Domestic Relations cases are assigned a case number. The documents are time stamped and applicable deposits are paid. Documents filed at case initiation in a Domestic Relations, *Divorce*, include a complaint, financial affidavits, Child Support Worksheet and Uniform Child Custody Jurisdiction Enforcement Act affidavit (U.C.C.J.E.A.) (if minor children are involved) and instructions for service. The Clerk's office issues a summons for service upon each defendant listed in the case.

Documents filed at case initiation in a Domestic Relations, *Dissolution*, include a petition, separation agreement, financial affidavits and Child Support Worksheet and U.C.C.J.A. (if minor children are involved). Service of process is waived in dissolution.

Documents filed at case initiation in a *Domestic Violence* case include a petition for civil protection order, a temporary civil protection order, U.C.C.J.A (if minor children are involved) and instructions for service. A summons is not issued on this case type, but the Clerk does prepare documents to be served as requested.

Additional documents filed through a Domestic Relations case life cycle may include, but are not limited to, the following: motions, briefs, supporting memoranda, discovery documents and other documents. After the initial set of transactions, the Clerk continues office workflow and processing which includes manual data entry into the Clerk's case management system, completing service by certified mail or personal service (when applicable) as directed by the party filing the complaint and creation of individual files for retention of the original documents filed in the case.

In addition, each document is scanned and attached to the docket entry summarizing that document. Documents travel to a dedicated mass scanner workstation and are scanned into batches for each clerk. The clerk then retrieves the document from the batch and makes the attachment to the docket entry. Because many of the documents filed in a Domestic Relations case contains sensitive information, the scanning process includes manually redacting any confidential information such as SSN's and bank account numbers.

When a Domestic Relations case is scheduled for hearing, the file is retrieved from the Clerk of Court's filing system, reviewed and updated with any pleadings recently filed, and forwarded to the hearing officer's courtroom.

4.1.2 Juvenile-Civil

Juvenile Civil cases are filed by a private attorney, the Child Support Enforcement Agency (C.S.E.A.), Stark County Job & Family Services (J.F.S.) or a pro se party. These are completed in over-the-counter transactions. Some filings are done at the Clerk of Court's satellite offices. These filings are initiated at the satellite office by calling the main office to reserve a case number. The filing is then sent via inter-office mail to the main office for completion.

Upon receipt, all Juvenile Civil cases are assigned a case number. The documents are time stamped and applicable deposits are paid. Documents filed at case initiation in a Juvenile Civil case includes a complaint, supporting affidavit, a U.C.C.J.E.A. and instructions for service. The Clerk's office issues a summons for service upon each defendant listed in the case.

Additional documents filed through a Juvenile Civil case life cycle may include, but are not limited to, the following: motions, briefs, supporting memoranda, discovery documents and other documents. After the initial set of transactions, the Clerk continues office workflow and processing which includes manual data entry into the Clerk's case management system, completing service by certified mail or personal service as directed by the party filing the complaint and creation of individual files for retention of the original documents filed in the case.

In addition, each document is scanned and attached to the docket entry summarizing that document. Documents travel to a dedicated mass scanner workstation and are scanned into batches for each clerk. The clerk then retrieves the document from the batch and makes the attachment to the docket entry.

When a Juvenile Civil case is scheduled for hearing, the file is retrieved from the Clerk of Court's filing system, reviewed and updated with any pleadings recently filed, and forwarded to the hearing officer's courtroom.

In accordance with state law, juvenile records are not public record. A certain measure of layered security should be adapted to allow access by court personnel while restricting access by the general public.

4.1.3 Juvenile-Criminal

A Juvenile Criminal case is initiated when a complaint is brought to the Clerk of Court's office. A complaint may be presented to the Clerk's office by the Stark County Prosecutor's office (Prosecutor), the Family Court Intake Department or the Stark County Juvenile Probation Department (Probation Dept.). The complaint is presented in an over-the-counter

transaction. Occasionally, a case is transferred from another county to Stark County. This is delivered to the Clerk of Court's office via U. S. mail. New Juvenile Criminal cases are not initiated at the satellite offices and a filing fee is not required.

Upon receipt of a Juvenile Complaint, a case number is assigned and the Clerk's office enters the case through manual data entry into the Clerk's case management system. A file is created for retention of the original documents. When the case is entered into the Clerk's case management system, a Notice of Referral is generated. The Notice of Referral, original complaint and any other accompanying documents are placed in the file and the file is forwarded to the Intake Department. After review of the case, the Intake Department returns the file to the Clerk of Court's office, along with a Notice of Case Track form.

If the Notice of Case Track form indicates that the case will proceed as a *diversion case*, the original complaint is not filed, nor is it returned to the Clerk's office. Additional documents filed through a Juvenile diversion case life cycle may include a Terms of Diversion form and a Terms of Diversion Completed form.

If the Notice of Case Track form indicates that the case will proceed as an *official case*, the original complaint is filed in the Clerk's office. The Clerk's office issues a summons for service upon the juvenile and parent or guardian.

There are a few exceptions to the above procedure. If the Probation Dept. brings to the Clerk's office a Complaint for a Violation of a Court Order and asks for a warrant to be issued, or if the Prosecutor brings a complaint of any kind and asks for a warrant to be issued, the complaint is filed in the Clerk's office immediately, a warrant for the arrest of the juvenile is issued and the referral process to Intake is omitted. Secondly, in some cases the Prosecutor's office wishes to skip the referral process and by-pass the Intake Department, which immediately sets an arraignment hearing on the case; this is referred to as a Fast Track Case.

Additional documents filed through a Juvenile Criminal case life cycle may include, but are not limited to, the following: motions, briefs, supporting memoranda, discovery documents and other documents. In addition each document is scanned and attached to the docket entry summarizing that document.

In accordance with state laws, juvenile records are not public record. A certain measure of layered security should be adapted to allow access by court personnel while restricting access by the general public.

4.1.4 Juvenile-Traffic

All Juvenile Traffic cases filed with the Clerk are initiated when a law enforcement officer presents a Uniform Traffic Ticket. This is done in over-the-counter transactions. This case type is not filed in the satellite offices.

Upon receipt, a Juvenile Traffic case number is assigned. The document is time stamped. There are no deposits paid at this time. Each traffic ticket is then manually entered into the Clerk's case management system.

If the traffic offense falls under the description of a waivable offense, the juvenile is given until the date on the citation to appear with a parent or guardian at the Clerk of Court's office to sign an Appearance, Admission and Waiver form and pay the court costs and fine associated with the offense. All waivable tickets are filed in a group filing; a file folder is not made for this case type.

If the juvenile does not appear by the date given on the ticket, the waivable offense is converted to a non-waivable offense case, and the following procedure for a non-waivable ticket occurs. If the traffic offense falls under the description of a non-waivable offense, after it is entered into the Clerk's case management system, an individual file is created for retention of the original documents filed in the case. In addition, each document is scanned and attached to the docket entry summarizing that document. The clerk that is docketing the pleading will also complete the scanning and attaching of the image. Additional documents filed through a Juvenile Traffic case life cycle may include, but are not limited to, the following: motions, briefs, supporting memoranda, discovery documents and other documents.

When a Juvenile traffic case is scheduled for hearing, the file is retrieved from the Clerk of Court's filing system, reviewed and updated with any pleadings recently filed, and forwarded to the hearing officer's courtroom.

In accordance with state laws, juvenile records are not public record. A certain measure of layered security should be adapted to allow access by court personnel while restricting access by the general public.

For further general information on the structure of the Stark County Clerk of Courts, please see the Clerk of Court's website at www.starkclerk.org. For information regarding the structure of the Stark County Family Court and for local rules, please see the Court's website at www.familycourt.co.stark.oh.us.

21 Current Business Process—Criminal Division

The majority of criminal cases are initiated when a case is bound over by Court Order from one of the three Municipal Courts in Stark County: Canton Municipal Court; Alliance Municipal Court or Massillon Municipal Court. A bindover is currently received at the Clerk's office via interoffice delivery or U.S. Mail. Criminal cases are not initiated at the satellite offices and a filing fee is not required.

Upon receipt of a bindover, a criminal case number is assigned. The documents are time-stamped. Information is pulled electronically from the municipal courts. The clerk manually enters any additional information needed from the bindover and the case is then entered into the Clerk's case management system. A Notice of Bindover is generated and forwarded to the Stark County Sheriff's office, informing them of the new Common Pleas case number.

The bindover is scanned and attached and an individual file is created for retention of the original documents filed in the case. The file is then forwarded to the Stark County Prosecutor's office, to present the case to the Grand Jury.

Other ways a criminal case can be initiated are: Secret Indictment, Bill of Information or a Direct Indictment. In each of these instances, upon request by the Grand Jury, the Clerk of Courts issue a case number, in advance of receipt of the documents which are filed to initiate the case. The documents are scanned and attached and a file is made for retention of the documents.

Additional documents filed in a Criminal case life cycle may include, but are not limited to, the following: motions, briefs, supporting memoranda, discovery documents and other documents. In addition each document is scanned and linked to the docket entry summarizing that document.

For further general information on the structure of the Stark County Clerk of Courts, please see the Clerk of Court's website at www.starkclerk.org. For information regarding the structure of the Common Pleas court, General Division and for local rules, please see the Court's website at www.cpgendiv.co.stark.oh.us/.

22 Current Business Process—Probate Division

The following information very generally describes the functions and processes of the Probate Court's current operations. It is not intended to be all-inclusive but to serve as a general guide. The County Clerk of Courts does not serve the probate court. The probate judge is the clerk of the probate court. Deputy probate clerks process the initial filings, filings

throughout the life of a case, and filings at the conclusion of the case. Cases filed in the probate court will require a separate identifier to alert the court of probate filings. Case types in the Probate Court include decedent's estates, guardianships, testamentary trusts, adoptions, name changes, minor settlements, civil cases, marriage licenses, and civil commitments.

The majority of the cases filed with the Probate Court are submitted over-the-counter. A minority of filings occur by mail. Upon review and receipt of new case filings in their completed form, the cases are assigned a case number. The documents are time-stamped, signed, dated, and, at times, applicable deposits and costs are paid. Documents filed at case initiation vary greatly depending on the case type. Additional documents filed during the administration of a probate case may include, but are not limited to, motions, accounts, inventories, waivers of notice and judicial entries. After the initial set of transactions, the Probate Court's deputy clerks continue office workflow and processing which includes manual data entry into a case management system, docketing, sending correspondence often by certified mail, completing statutorily required indexing, microfilming public documents, scanning original documents for public view, and creating individual files for retention of the original documents filed in the case. For further general information regarding the responsibilities of the Probate Court and its local rules, please see the Probate Court's website at <http://www.probate.co.stark.oh.us>

The Probate Court will likely be incorporated into Stark County's conversion to electronic filing during later phases of transition. When it begins electronic filing, the Probate Court will start with a single case type as a filing pilot project. The proposed case type for the initial pilot project includes adoption cases. This case type was selected because adoptions must be filed by a licensed Ohio lawyer, so there is no concern for *pro se* individuals being unable to file. Probate Court's other case types, such as estates with wills, have nuances that make electronic filing more complicated (i.e., the authenticity of an original will). Annual filing volume for adoptions, as well as total probate case filings, is reflected in the following table:

	2009	2010	2011	23 Co
Adoptions	130	146	107	
Total Probate Filings	4,952	4,910	4,642	

Court Forms

Stark County has developed forms for adoption, appellate, child support, civil court, conservatorships, criminal court, decedent's estate, domestic relations, domestic violence protection orders, garnishment, guardianship, minors claim, name change, stalking order protection, testamentary, and

wrongful death. The list of forms is set forth in **Attachment C** and on the court website at http://www.starkclerk.org/legal/legal_forms.html.

5 CURRENT COURT/CLERK HARDWARE AND SOFTWARE

This section describes the current system and business processes used in Stark County. The existing Stark County system has the following components:

24 Criminal Justice Information System (CJIS) Hardware

1 cluster of 3 VMWare hosts, which include 2 HP DL360's, 1 Dell PowerEdge 2950, and a Dell MD3000i SAN for storage. Total CPU of 70 GHz, total memory 83.97 GB, storage capacity 3.28 TB with 777 GB free, and the cluster has disaster recovery and high availability enabled.

CJIS Software:

VMWare vSphere 4.1 virtual environment.

vRanger Pro virtual machine backup solution.

Oracle 11g database.

Red Hat Enterprise 5.7

Windows Server 2008

5.1.1 CJIS information system

We provide information from our database to the Criminal Justice Information System. This is an internet application that (at intervals) polls and retrieves data from our Case Management database. CJIS then formats the data and images for display to the general public and law enforcement agencies over the internet.

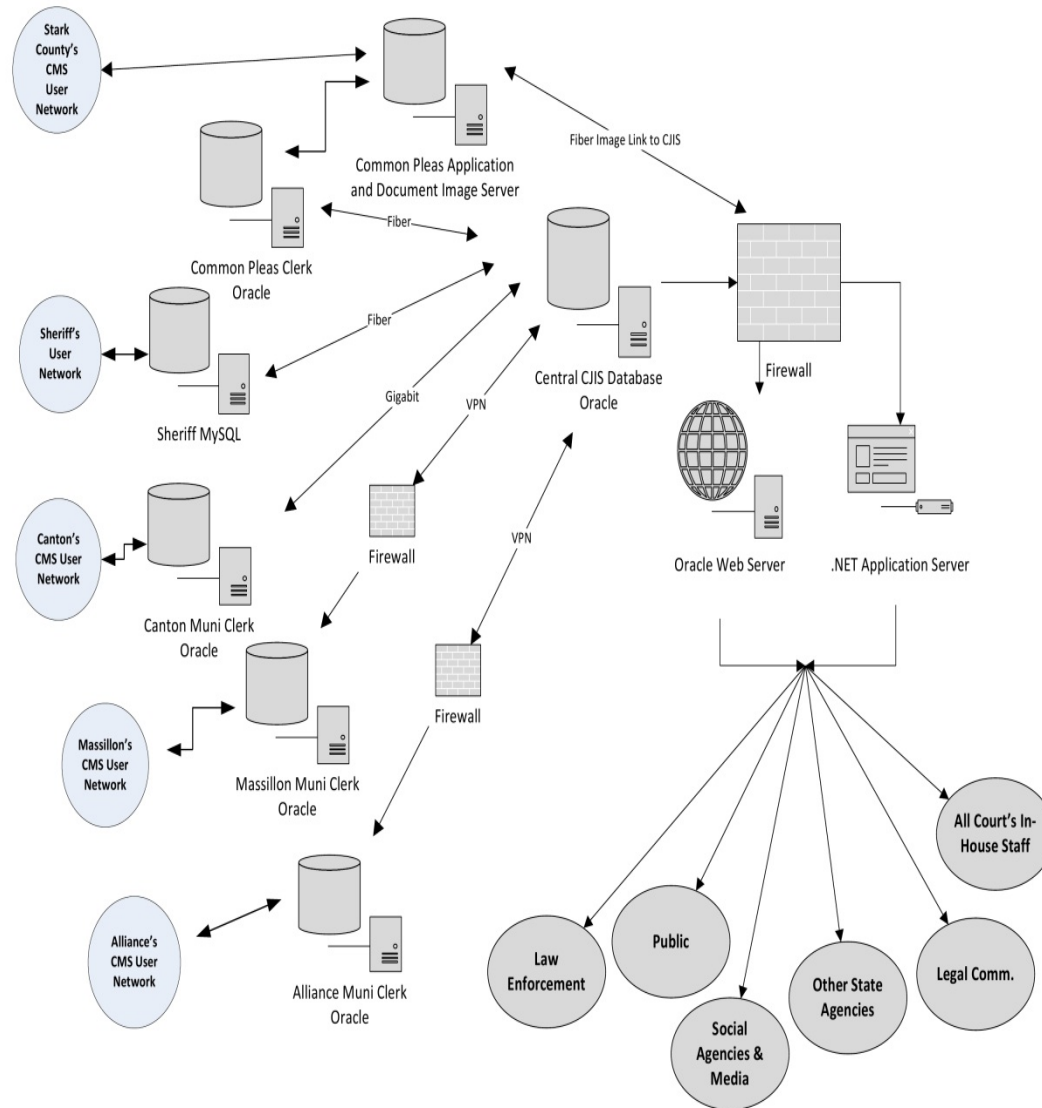
- Gupta SQL Windows is the primary language used to develop our in-house maintenance and inquiry software
- Visual Studio .NET C# and Java are used to supplement the aging in-house software and is being used to develop a replacement application for the Gupta programs
- Various utility software is used for e-mail, FTP and PDF file manipulation
- Crystal Reports and Crystal Reports Automated report server are used for automated e-mail delivery of scheduled and ad-hoc reports
- Oracle 11g Production and Test environments—Oracle is our database technology used to store, retrieve, update and delete data held in our current systems. This database technology needs to exist in both a

production and a test environment to allow testing of future software changes, thus ensuring the adjustments are correct before affecting any live data.

- PL/SQL developer is used for creation and maintenance of database tables, functions, stored procedures, triggers, packages and scheduled database maintenance functions

5.1.2 Stark County Criminal Justice Network

Stark County Criminal Justice Network



5.2 Probate Court and Family Court Case Management Systems

The Probate Court and Family Court case management systems are written in Gupta Team Developer application development language and are based

on a Microsoft Windows client-server platform. Both CMS's were developed in-house.

The Probate Court and Family Court share an Oracle database server maintained by the Stark County Data Center. This server houses the data for the case management systems for both Courts.

The Probate Court's Financial System is also written in Gupta Team Developer and is integrated into their CMS and the data is housed on the same Oracle database server. The PCFS was developed in-house.

5.2.1 Probate Court Document Management System

The Probate Court uses a proprietary customized document management system (DMS) that was closely integrated with the Court's existing case management system (CMS). The DMS utilizes an Oracle database that tracks all documents filed by the Court. This customized solution was developed by in-house. Imaged records for Probate Court are stored in tagged image file format (TIF).

5.2.2 Probate Court Software and Hardware

Approximately 20 workstations, running both Windows XP and Windows 7

They all have at least 640Mb of RAM and 50GB of hard disk space

They have various processor speeds with the slowest being Pentium 4

@2.5 GHz

All PC's are members of a Microsoft Active Directory domain

10 various models of HP LaserJet Printers

1 Epson receipt printer

2 Fujitsu document scanners with auto document feeders

NAS (Network Appliance Storage) based on Windows Server 2008

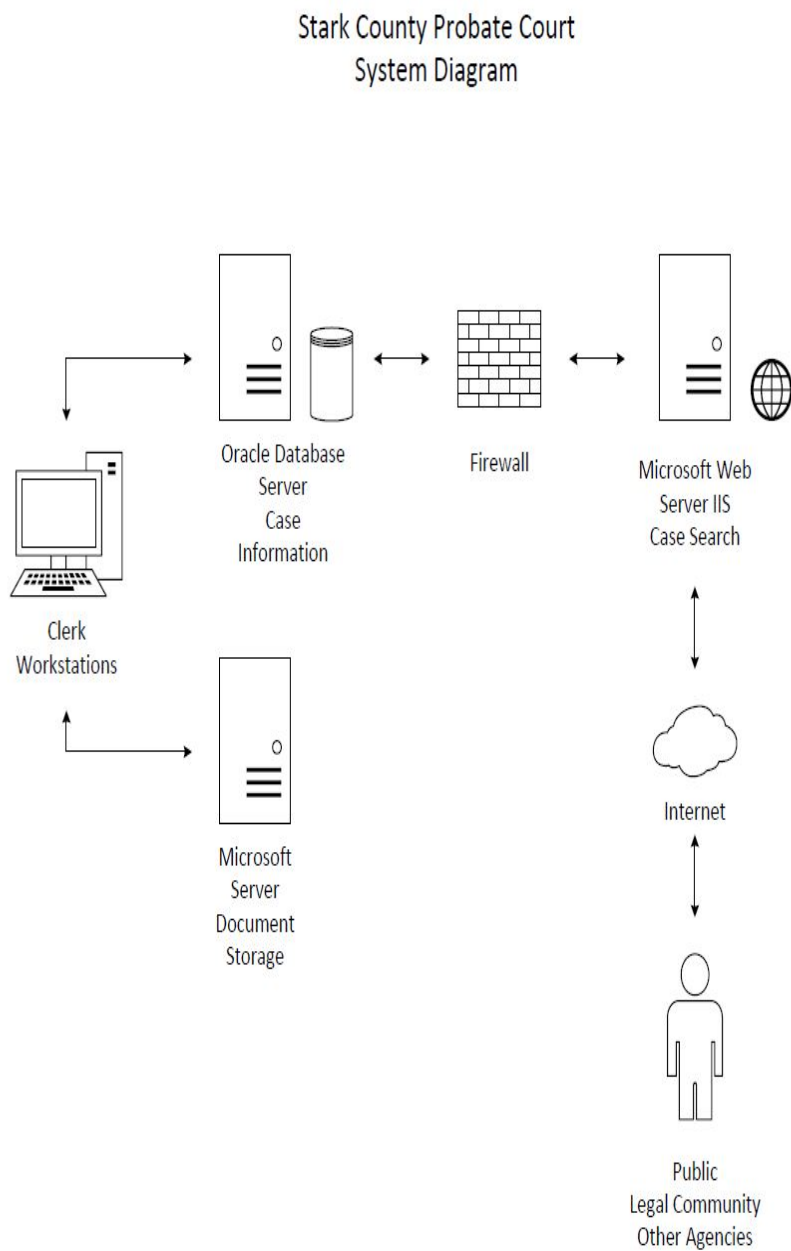
- This is the same physical NAS as listed for the Clerk of Courts

- Probate's share of this resource is 1.25TB with 525GB used and 775GB of free space remaining

- Used for general storage of documents, case document images, and applications

County WAN - 1GB backbone, 10/100 Mbps Ethernet to the workstations.

1 ***Stark County Probate Court System Diagram***



5.3 Court Software and Hardware

40 to 45 workstations, running mostly Windows XP and a few running Windows 7.

They all have at least 640Mb of RAM and 60GB of hard disk space. They have various processor speeds with the slowest being Pentium 4 @ 2.5GHz.

All PC's are members of a Microsoft Active Directory domain

18 to 20 various models of HP LaserJet printers.

NAS (Network Appliance Storage) based on Windows Server 2008

- This is the same physical NAS as listed for the Clerk of Courts
- Our share of this resource is 6TB with 2.5TB of free space remaining
 - Used for general storage of documents, workstation backups, and applications

County WAN - 1GB backbone, 10/100 Mbps Ethernet to the workstations.

1 Lookup and Reference Workstations throughout Stark County

Approximately 230 workstations running a mixture of Windows XP and Windows 7 at various processor speeds (other hardware specifications are unknown).

5.5 Stark County Information Technology Center Application Platform:

Oracle Production environment: VMware Guests

ClerkDB - Clerk Scheme: Host to Clerk of Courts Case Management System database

- Running on Oracle Cluster 1
- 2 vCPU
- 8GBs RAM
- 282GB Disk
- RedHat 5.4
- Oracle 11.2.0.1

ProdDB - Prod Scheme: Host to Probate Case Management System database

- Running on Oracle Cluster 1
- 2 vCPU
- 8GBs RAM
- 500GB Disk
- RedHat 5.4
- Oracle 11.2.0.1

5.6 Oracle test environment: VMware Guest

ITCDB1 - Dev and Cdev Shemes: Test database environments for Clerk and Probate Case Management Systems

- Running on Oracle Cluster 1
- 2 vCPU
- 16GBs RAM
- 700GB Disk
- RedHat 5.4
- Oracle 11.2.0.1

5.7 Clerk of Court Maintenance Workstations

45 to 50 workstations, running a mixture of Windows XP and Windows 7 at various processor speeds. They have at least 700MB of RAM and 60GB of hard disk space

15 to 20 Personal page scanners

2 High speed page scanners

15 to 20 Thermal label printers

8 to 10 Receipt printers

12 to 15 Laser Jet printers

4 Fax/Printers

5.8 Clerk of Courts Domain Server

Running Windows Server 2003 SP2

Single Xeon 3 GHz processor with 4GB of RAM

Not shared with other County Offices

Used for out Intranet applications, Document Imaging, Source Code Vault and centralized FTP processing

25 Clerk Report Server

Running Windows Server 2003 SP1

Single Xeon 3 GHz processor with 2GB of RAM

Not shared with other County Offices

Used for Crystal Reports Business Objects

**Refer to Section 5 for diagram and line item number seven for further information on the Clerk of Court's hardware.

6 DEFINITION OF TERMS

The following terms shall have these specific definitions when used in this RFP:

- a) **Applications** shall mean any automated processing of information that when grouped together constitute software.
- b) **Board** shall refer to the Board of Stark County Commissioners.
- c) **Business Days** shall mean any day in which County business is functioning on a full-time basis. This would include Mondays through Fridays and exclude any recognized County holidays.
- d) **Case Management System** shall mean the Stark County Common Pleas and Stark County Probate Clerks' computer environment, in which it records, collects and manages electronic data and documents in an in-house software system.
- e) **Case Number** shall mean the sequential number assigned to each new case recorded with the Clerk of Courts.
- f) **Contract** shall mean any potential agreement, which is entered into between the successful Vendor and the County for the proposed system.
- g) **County** shall mean the County of Stark, Ohio and, for the purposes of this RFP, the offices of the Clerk of Courts Legal Division and Common Pleas Court.
- h) **Evaluation Committee** shall mean the committee consisting of a Common Pleas Judge, Stark County Clerk of Court and technical supports staff.
- i) **Digital Signatures** shall mean various means of electronic authentication of documents.
- j) **Document** shall mean any paper or digital representation thereof filed with the Clerk of Courts.
- k) **Documentation** shall mean the printed materials that describe the system or any component thereof or assist the Clerk and Court in using the system.
- l) **Document Management System** shall mean the automated system currently employed by the county and will be used by the proposed electronic filing system to store, index and facilitate retrieval of electronic documents (also referred to as "the court's in-house system".)
- m) **Product Descriptions** shall mean the descriptions for the software which are set forth in the Statement of Work.
- n) **Project Leader** shall refer to a person provided by the Vendor that is assigned to this project for the duration of any potential contract. This person shall be responsible for communicating all project

related affairs to Clerk and Court management, as well as controlling the activities of the selected Vendor's personnel and its subcontractors.

- o) Project Manager** shall mean the e-filing project manager for the clerk of court that will oversee the e-filing system.
- p) Proposed System** shall refer to all aspects of the automated electronic filing system described in a response to the requirements set forth in this RFP.
- q) Training** shall mean the transfer of skills or skill sets from the Vendor to Clerk and Court staff or end users.
- r) Vendor** shall mean the individuals or business entities that submit a response to this RFP

7 VENDOR RESPONSE CONTENT AND FORMAT

Vendors are encouraged to submit their proposals using the same section numbers that follow.

26 Transmittal Letter

1. Provide a cover letter / executive summary for your proposal. The summary must provide a brief narrative highlighting the major elements of the proposal, explaining how the solution meets the needs of the Courts and Clerks, and containing as little technical "jargon" as possible. Include a statement that the solution satisfies the functional, technical, and support/implementation requirements outlined in the RFP.

The letter of transmittal must be signed by an individual authorized to bind the Vendor contractually, including the name, title, address, and telephone number of one or more individuals who are authorized to negotiate and sign a contract. The Vendor must include the name, title, address and telephone number of one or more individuals who can respond to requests for additional information. The Vendors shall fully disclose details regarding its legal identity, i.e., corporation, partnership, joint venture or sole proprietor, including any assumed names used by the Vendor.

NOTE: Stark County will contract with only one organization, which will become the prime Vendor, who will be responsible for the performance of all sub-Vendors and their components.

The Executive Summary must not contain any cost information.

27 Section 2 - Primary Contact for This Proposal

PRIMARY CONTACT	
Name:	
Title:	
Company:	
Mailing Address:	
City, State, Zip:	
Phone Number:	
Fax Number:	
E-mail Address:	

28 Vendor General and Financial Information

7.1.1 Profile of Vendor's Team of Entities

Provide a brief history of the Vendor's project team and how it is organized (e.g., prime contractor and subcontractor). For each Vendor team member entity, submit the following information:

1. The official company name and address. Indicate what type of entity it is (e.g., corporation, partnership).
2. The total number of years that the entity has been in business; and, if applicable, number of years under the present business name.
3. The number of years experience that the entity has provided equivalent or related services to those proposed.
4. Provide a description of the entity's operation, facilities, business, objectives and number of employees (both nationally and working on the proposed product).

7.1.2 Qualifications and Financial Information

The Vendor must have a proven track record of providing, installing and maintaining an e-filing system.

1. Provide a narrative of applicable experience the Vendor has had in implementing and installing the proposed solution. Provide information that highlights the Vendor's particular abilities to successfully meet the Court and Clerks' requirements.
2. Describe any pending and completed litigation, including outcomes that have occurred, relating to the Vendor's proposed solution or other courts or legal system related software product(s), maintenance agreement(s) or installation service(s).

3. Disclose whether the Vendor's organization (or any general partner or joint venture thereof) has ever failed to complete a similar project, and provide the customer's name, e-mail or mailing address and telephone number. If none, state "None". If so, list the date of commencement of the project and the entity for which the project was to be performed, and explain why the project was not completed. Include the number of times the Vendor entered into negotiations with a potential customer but failed to complete negotiations, and the number of times the Vendor did not implement a product for which a contract was successfully negotiated. Include the reason for each circumstance.
4. Provide this vendor's revenue and net earnings during the last three fiscal years. For companies with multiple lines of business, column 1 is for the Line of Business specific to this implementation:

		Revenue this Line Business⁽¹⁾	for of Total Corporate Revenue	Corporate Net Earnings
Fiscal 2011:	Year			
Fiscal 2010:	Year			
Fiscal 2009:	Year			

(1) i.e., just the division of the company responsible for the e-filing system. If not available, please leave blank.

5. Attach a copy of this vendor's latest audited financial statement.
6. Explain any reason why financial information is not being provided at this time, and if it will be provided at any time.
7. Provide this vendor's Dunn & Bradstreet Number.
8. Disclose any known or planned sale, merger or acquisition of this vendor's company, divisions or products. Also disclose any mergers or acquisitions which have occurred during the past 18 months. If none, state "None":
9. Identify any potential conflicts of interest this vendor may have with Stark County or the Stark County Courts. If none, state "None".

7.1.3 Vendor References

Provide the following information for **at least three and up to eight** customers for which implementation of a similar scope has been completed.

1. Agency/Jurisdiction Name, Location, Contact Name, Title, Phone Number, Email Address
2. Number of Users
3. Annual Number of Filings
4. Installation Began
5. Installation Completed

29 Project Management and Product Implementation

7.1.4 Project Management

The Vendor will be responsible for providing the following project and risk management services, subject to the direction of the County's project manager. This responsibility includes:

- a. Maintaining the ongoing project schedule;
 - b. Developing and maintaining a risk management plan identifying potential project risks and mitigation strategies;
 - c. Developing acceptance criteria for each defined milestone and/or deliverable;
 - d. Developing an issue resolution process, including the tracking and management of project issues using an electronic issue-tracking tool.
 - e. Providing a change control plan outlining the process for documenting and approving changes in project scope;
 - f. Coordinating project status meetings weekly (or other schedule as agreed to by the County's Project Managers);
 - g. Preparing project status reports monthly (or other schedule as agreed to by the County's Project Managers) describing accomplishments, progress against the work plan, key issues and risks and upcoming activities;
 - h. Managing its own and its subcontractor(s) activities, including coordinating problem resolution activities for its and its subcontractors' products and services;
 - i. Providing and maintaining a project organization chart and a staffing plan for its and its subcontractor(s) personnel.
1. Describe the proposed project methodology and provide a preliminary implementation schedule that depicts activities and their durations;

resources and associated costs; milestones; and deliverables for each phase of the project from its commencement through final acceptance.

2. Provide an initial project schedule Gantt chart, including identification of major milestones and deliverables. The schedule should be based on timeframe from the start of the project, not specific dates.
3. Identify any risks that would interfere with successful system implementation. Describe your approach for managing/mitigating such risks.
4. Identify any risks that would interfere with the operation of existing systems during implementation. Describe your approach for managing/mitigating such risks.
5. Describe your quality assurance program, including standards and procedures.
6. Describe your change control process and procedures
7. Enable the project manager to submit on a weekly basis to Clerk and Court management the charts and reports identified below, including but not limited to:

		Y	N
A.	An activity scheduling report that shows major project activities with durations and dependencies. The schedule must depict work planned versus work accomplished over a plotted time line and identify milestones and deliverables.		
B.	Project status report that concisely lists the tasks accomplished for the week, the tasks planned for the next week and any outstanding issues and recommendations.		
C.	Status reports shall include the system testing demonstration and review results, as well as the results from parallel testing and production installation.		
D.	Issue list and risk mitigation plan with escalation process.		
E.	Web-based view for the County to access project status reports.		

7.1.5 Product Implementation

The Vendor will be responsible for the design, development and provision of the e-filing system to meet the business and technical functional specifications of the Stark County Courts. The system shall include all functionality specified in the contract, including development of all screens required for user registration, filing submissions, forms attached to filings which will contain data used to populate the case management systems and integration with identified external systems.

The Vendor will be expected to analyze the Court's business processes and workflows to understand the details of the Courts' operations for configuration of the e-filing system. Key implementation deliverables include, but are not limited to, general and detailed design documentation for system functions, software modifications, interfaces and reports, such as:

- Listing and description of all screens
 - Listing and description of all customizations
 - Listing and description of all interface transactions
 - Diagram of all information flows between systems
 - Identification of triggering events at a functional level
 - Description of processing to be performed by the receiving system
 - Identification of approach for reliability, guaranteed delivery, failover and exception handling
 - Security framework to ensure that transactions are secure
-
1. Describe your approach for learning the Court's current environment and workflow processes, and how you incorporate that knowledge into your implementation program.
 2. Describe your overall system design and development methodology. Include in your description the phases, steps and tasks involving customer involvement and approvals (e.g., review of prototypes). List and provide a brief description of the deliverables (e.g., design documents) which are produced.
 3. The Vendor will be responsible for the design, development and provision of all screens required for user registration, filing submissions, forms attached to filings which will contain data used to populate the case management systems, and integration with identified external systems. Describe your approach to data integration.
 4. Explain what is necessary for the Court to add new forms, modify in-use forms or remove forms from use after the e-filing system has been implemented.
 5. The Vendor is expected to work with county technical staff to install system and application software, customizations and integration components in each system environment. Describe software (system and application software) installation and configuration services to be provided.

6. Describe your system acceptance and verification processes, including identification of key milestones, the proposed testing methodology, regression testing and the proposed development environment that will be used for each component of the proposed system.
7. The Court anticipates following a phased approach for rolling-out e-filing to their customers, such as conducting a pilot for each division during which a limited number of case types would be available for E-Filing by that Division's customers. Following successful completion of the pilot period(s), the Court will make e-filing available for more widespread use. Describe your approach to identifying case types for sequential roll-out, and the activities and level of support provided to the Court for each pilot case type and the duration of each pilot period.

7.1.6 Proposed System Architecture

It is the County's intent to have a production environment and a test/training/backup environment. The hardware for the production environment will be located in the City of Canton Data Center, located at 225 Fourth Street N.E., Canton, Ohio 44702. The location for test/training/backup environment hardware will be at alternate sites.

While the actual system configuration does not need to resemble this exact model, it must address the overall functional, integration and performance needs of the Court. Technical details of existing systems are in **Section 5, Current Court/Clerk Hardware and Software**.

1. The Clerk of Courts, Probate Court and Family Court do not share a single Case Management System (CMS) application. Describe how the e-filing system will be implemented to ensure that submissions filed for each Court division correctly update the appropriate CMS.
2. The Clerk of Courts and Probate Court do not share a common Document Management System (DMS). Describe how the e-filing system will be implemented to ensure that documents filed in each Court are correctly routed to the appropriate DMS.
3. The Clerk of Courts and Probate Court do not share a common financial system. Describe how the e-filing system will be implemented to ensure that financials associated with each case are correctly reflected in the appropriate system.
4. The Courts have many forms used in current filing processes. A listing of these forms can be found in **Attachment C, Court Forms**. Most of these forms are editable PDFs and Word documents. Describe your approach for incorporating these forms for use with the system:

30 Vendor's Project Organization

NOTE: The County reserves the right to refuse any staffing assignment made initially or in replacement and to request changes in staffing in any position. Additionally, individuals assigned to work under this contract may be subject to finger-printing, background checks and investigations in order to work under contract with the County.

7.1.7 Project Staff

Provide a list of the names, positions, on-site hours per month, duration of assignment and percentage of time dedicated to the project for each of your key personnel to be assigned to this project. Indicate who will act as project leader and technical lead. Provide resume' / biography for each person.

Name	Position Role	% / of time on Project	Duration	Monthl On- Site Hours	Monthl Off- Site Hours	Resume' Y/N?

7.1.8 Project Leader

1. The Vendor must designate a project leader who shall be assigned to this project for the duration of any potential contract.

The project leader must have good communication and interpersonal skills, be technically qualified, have project leadership experience and be familiar with and committed to the project's objectives and requirements. The project leader shall be responsible for communicating all project related affairs to Clerk and Court management, as well as controlling the activities of the selected Vendor's personnel and its subcontractors. The project leader shall work closely with Clerk and Court management to reach mutual agreement on key activities, milestones and tasks that must be reported by the project leader.

2. Provide three customer references for the Project Leader, using the following format:

Contact Organization	Name,	Title,	Phone	Email
(1)				
(2)				
(3)				

3. Describe your approach to ensure continuity of staffing, and how you handle the replacement of key project staff if such a replacement is needed.
4. Describe your on-site requirements for work space and system access.

31 Service and Support

7.1.9 Training

1. Describe the training plan for internal filers and external filers.
 - Training methodology and ongoing transfer of technology skills throughout the duration of the project
 - The approach for providing measurable outcomes of both direct training and train-the-trainer training
 - Change management approach
 - Estimated timeframe and deliverables for each stage of the project
2. This information must provide for the types and numbers of users in the following tables:

Internal Filers (Employees/Staff):	# of Users
General Division Court	45
Clerk of Courts (General and Family)	60
Public Defender's Office	20
Prosecutors Office	40
ISP (Probation)	13
Probate Court	10
Pre-Trial Services	7
TOTAL INTERNAL FILERS:	195

External Filers by Case Type (Attorneys and Pro Se Litigants):		# of Users
Probate (including 200 Pro Se filers)		450
General & Family (not including Pro Se filers)		7,900
TOTAL EXTERNAL FILERS:		8,350

2. List the training classes and approximate number of hours each category of user would receive. Indicate "ALL" in category if the same class is to be attended by all end-users. Include all costs in the Pricing Section:

Training Class Description	Category	Number of Days/Hours

3. Describe the classes for providing direct training to new filers and staff performing review and approval functions. List the training classes and approximate number of hours each of the County's trainers would receive. Include all costs in the Pricing Section:

Train the Trainer Classes	# of People Per Class	Number of Days/Hours

4. Describe training for system administration and technical support staff.

These staff would maintain tables, define business rules, perform security administration and may develop new screens or modify the application as needed. Identify the training and approximate number of hours each individual would receive. Include all costs in the Pricing Section:

System Administrator and Technical Training Classes	# People Per Class	of Number of Days/ Hours

5. Describe any available ongoing (after system acceptance and production implementation) training program. Include descriptions of any Computer-Based Training, Interactive Web-based training, or video training available, including options for utilizing your organization to provide training in the future:
6. Describe the facilities which the County will need to provide for training purposes:
7. Describe training manuals and materials to be provided.

7.1.10 *System Documentation*

1. List and describe all documentation that will be provided, including the formats in which the documentation is available. Insert additional lines as necessary:

DOCUMENTATION SUMMARY				
Document "Title"	Description	Hardco py(Y/N)	Online (Y/N)	Elec. File Format(s)

2. Provide samples of the above documentation. To assist in reducing the amount of paperwork in your proposal submission, all documentation provided may be submitted in electronic format on CD-ROM.

7.1.11 *Warranty and Maintenance*

The Vendor is to provide ongoing system support and maintenance after system acceptance, including updates and modifications required to meet legislative mandates and statutory requirements; corrections to software defects; new releases and updates to documentation as changes are made.

1. Describe the process for providing source code to the County under the terms of a separate escrow agreement.
2. Describe what the warranty covers, the length of the warranty period and whether it can be extended.
3. Describe what your maintenance and support agreement(s) cover(s), the length of the maintenance and support agreement and whether it can be extended.
4. Provide the location and phone number of the call center which Stark County will contact for service calls.
5. State the hours during which service calls can be placed. Explain how service can be obtained at other times.
6. Identify your service levels for responding to and resolving problems. Indicate if differences exist for different levels of severity, and any guarantees which you provide.
7. Describe your process for escalating service calls.
8. Indicate whether or not you coordinate a user group and the purpose it serves.
9. Describe your process for correcting software defects and installing fixes, and your approach for scheduling such corrections.
10. Discuss your capability for performing remote diagnostics and installing updates via electronic software distribution methods.
11. Provide any additional information regarding your warranty and maintenance services, including any exceptions or limitations.
12. Describe the level of support provided for customer-developed modifications (e.g., screen changes, new forms, etc.). Identify any limitations or other considerations. Identify any costs in the Pricing Section.
13. Describe the level of installation assistance provided (i.e., at no additional charge) with new releases of your system.
14. Indicate whether or not you are willing to provide an open source code or not and describe the type of development language of the source code.

32 Clerk/Court Roles and Responsibilities

1. List and describe roles and responsibilities for the County's project team during implementation of the e-Filing System. Include the level of effort in hours per month your organization suggests would be estimated for each role/person. Insert additional lines as needed.

IMPLEMENTATION ROLES AND RESPONSIBILITIES				
Role / Responsibility	# of Staff	% of Time on Project	Duration	Comments

2. Stark County will need to allocate resources to enable the integration with existing systems. Based on your experience, please provide an estimate on the number of staff hours that should be allocated by County IT for modifying each existing CMS, DMS and the Clerk's Financial System side of the interfaces.

EXISTING SYSTEM INTERFACE PROGRAMMING ESTIMATE			
System	Estimated # of Hours	Duration	Comments
Common Pleas CMS			
Probate CMS			
Common Pleas DMS			
Probate DMS			
Clerk's Financial System			
Probate Financial System			

3. List and describe the roles and responsibilities needed to support normal operations and maintenance of the system following implementation. Include technical roles (e.g., database administration, forms development, etc.) and administrative roles (e.g., system administrator, table updates, etc.) and identify the approximate level of effort required in full-time equivalent (FTE) staff. Identify any specific skills which will be needed. Insert additional lines as needed.

ONGOING OPERATIONS ROLES AND RESPONSIBILITIES			
Role / Responsibility	# of Technical Skills		Comments
	FTEs	(e.g., SQL, VB)	

33 Cost Proposal

Attachment 2 Cost Proposal provides the format for responding to Section 8.

Stark County will not be responsible for any costs incurred by Vendors in preparation of responses.